Mitel 5000 Telephone System

Phone Keys & Key Descriptions

The following telephone feature descriptions identify the keys on the key panel of your 8528 phone.

Handset
If you are using a headset or if you are in Handsfree Mode, you do not need to use the handset

Display
The display provides a two-line, 16-character viewing area for using features and identifying callers. When idle, the display shows user information and the time and date.

Ring/Message Indicator
The Ring/Message Indicator flashes or stays lit to indicate call, message, and feature activity.

Indicator Signals Description
Rapidly flashing - You have an incoming call.
Slowly flashing - You have a waiting message or callback message.
On - You are on a call or using a feature.
Off - Your telephone is idle.

Speaker
The speaker provides audio for handsfree calls and background music.

(Up) (Down) Provides volume control for the ringer, handset, and speaker. Scrolls through feature options.

(Speaker) Activates Handsfree Mode (speakerphone).

(Mute) Temporarily turns off your microphone during a call.

(Directory) Activates the contact and feature Directory.

(Special) Activates features while on a call. The (Special) button does not cancel features. To cancel features, press the Star button **(*).**

(Redial) Calls the last *external number dialed. You cannot* redial internal numbers.

(Hold) Places the current call on hold. Left/backspace when entering dialpad characters.

(Transfer) Transfers the current call. Right/forward when entering dialpad characters.

(Message) Connects to your voice mailbox and flashes to notify you of waiting messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.

Call Handling

Making a call:
Dial 9 or outgoing key then the number and lift the handset (on-hook for speakphone calls). Dial internally: dial the extension number and lift handset.

To answer a call:
Lift the handset, or press (Speaker) to answer a call while using a headset or to answer a call in Handsfree Mode. If you are currently on a call, press the flashing IC or Call button to answer a waiting call.

To answer a waiting call:
Press the flashing IC or Call button. This places the first call on hold and connects you to the waiting call. You can also place the first call on hold before you answer the waiting call.

To redirect calls:
1. While a call is ringing, dial 331.
2. Enter the extension number, or press the Outgoing button or enter the Outgoing Call access code (8), and then enter the external number. The call is forwarded to the number entered.

To use Redial:
With or without the handset lifted, press REDIAL. The system automatically selects a line and dials the number.

To use Call Forwarding:
1. Press the Fwd button or dial the Manual Call Forwarding feature code from the table above. ENTER FORWARD DEST
2. Enter the extension number or press the Outgoing button, and then dial the phone number. FWD ALL CALLS TO *<number> appears.*

To cancel Call Forwarding:
Press the Fwd button, and then press (Speaker), or lift and replace the handset. ANY CALL FORWARD CANCELED appears.

To mute or unmute the microphone:
While on a call, press Mute on. MICROPHONE MUTE ON appears. When The microphone is muted, the Mute button lamp is lit. Press Mute again to unmute the microphone.

To transfer a call to another extension:
While on the call, press (Transfer), and then enter the extension number.
• Wait for an answer, announce the call, and then hang up. If the extension is unavailable, press the flashing IC or Call button to return to the caller.
• Hang up to transfer the call and disconnect the call from your telephone.

You can place calls on either Individual Hold or System Hold.
• Individual Hold: Places an internal or external call on hold at your telephone.
• System Hold: Places an external call on hold in the system. You can then pick up the call from any telephone that indicates a flashing Call button for the call, including the telephone that placed it on hold.
To place a call on Individual Hold:
1. Press (Hold). ENTER EXTENSION NUMBER appears.
2. Hang up or place another call.
To place an outside call on System Hold:
1. Press (Special), and then dial **335. ENTER EXTENSION NUMBER appears.**
2. Hang up or place another call.
To return to a call that is on hold:
Press (Hold), and then lift the handset or press (Speaker). *<Caller> WAS HOLDING* appears.

To use Reverse Transfer (Call Pick Up)
Lift the handset, and then press 4. ENTER EXTENSION NUMBER

Speed Dialing & Conference Calling

To dial a Station Speed-Dial number:
• Dial 382, and then enter the Station Speed-Dial location number (0 to 9)
• Press (Up) or (Down) to scroll through the speed-dial locations, and then press # to select the location and dial the number.

To view or dial System Speed-Dial numbers:
1. Dial 381. REVIEW SYS SPEED # *<code range> appears.*
2. Do one of the following:
• Press (Up) or (Down) to scroll through the speed-dial locations.
• Enter the speed-dial location (000 to 999 or 0000 to 4999).
3. Press # to dial the number.

To store a Station Speed-Dial number:
1. With the handset on-hook, dial 383. PROGRAM STN SPD (0-9) OR SCROLL appears.
2. Do one of the following:
• Press (Up) or (Down) to scroll through the speed-dial locations.
• Enter the speed-dial location (0 to 9).
Press # to select the location.
3. Enter the name of the speed-dial contact (up to 16 characters). For dialpad character descriptions
4. Press # to save the name.
5. Enter the extension number or external number. If you are storing an external number, enter the Outgoing Call access code (default code is 9 before you enter the number. Do not use hyphens or colons in stored speed-dial numbers.
6. Press # to save the location. STN SPD BIN # *<number> UPDATED appears.*

The following are guidelines when entering dialpad characters:
• Press (Message) to switch from Alpha Mode to Numeric Mode. The (Message)button stays lit in Alpha Mode and is off in Numeric Mode.
• Press (Hold) to move the cursor to the left and delete characters.
• Press (Transfer) to move the cursor to the right.
• In Numeric Mode, press # for a hyphen (-).
• In Numeric Mode, press * for a colon (:).
• Press #, (Speaker), or lift and replace the handset to save entries.

Conference Calls
You can place a conference call with up to three internal or external parties (for a total of four parties, including yourself).

To place a conference call:
1. While on the first call, press the Conf button to place the call on hold. CALL NEXT PARTY TO CNF appears.
2. Place a call to the next conference party (for external calls, press the Outgoing button or the Outgoing Call access code [9 is the default code], and then dial the number).
3. After the party answers, announce the conference, and then press the Conf button to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press the Conf button again to start the conference. CNF IN PROGRESS appears.

To add a conference party:
1. Press the Conf button. This leaves the conference parties connected.
2. Place a call to the party to be added to the conference, and then announce the conference. Press the Conf button (twice) to add the party and rejoin the conference.

Personalising Your Telephone

Changing the Ring Tone

You can select one of nine different ring tones.

To change the ring tone:

1. With the handset on-hook, dial **398.**

2. Do one of the following to listen to (or turn off) ring tones:
• Press 0 to turn the ringer off.
• Press (Up) or (Down) or 1 to 9 to listen to ring tones.

3. Press (Speaker), #, or lift and replace the handset to select the ring tone.

Listening to Background Music

If your system is equipped with a music source, you can listen to background music or system audio (for example, organizational conference calls) through the external speaker.

To turn on or turn off background music:

Dial **313** (on/off). BACKGROUND MUSIC ON (or OFF) appears.

Adjusting the Display Contrast

You can adjust the display Contrast setting.

To adjust the Contrast setting:

1. While the handset is on-hook, dial **303.**

2. Do one of the following to adjust the contrast:
• Press (Up) or (Down) to adjust the contrast.
• Press a number on the dialpad (1 = lightest, 8 = darkest) that corresponds to your desired contrast level.

3. To save the setting, press # or (Speaker)**.**

Using Programmable Buttons
To program a button:

1.   With the handset on-hook, dial **397.**

2. Press the button that you want to program. If the button is:
• *not programmed, UNDEFINED KEY appears.*
• *programmed, the feature or extension programmed for the button appears.*
• *not programmable, NON-PROGRAMMABLE KEY appears.*

3. Enter the feature

Programmable Buttons

Your telephone has 16 programmable buttons. The first seven buttons on the telephone are programmed by the system administrator and cannot be reprogrammed. However, you can program the remaining buttons for quick access to features or speed-dial entries.

Call 1 Selects an outside line or answers a call.

Call 2 Selects an outside line or answers a call.

Intercom Answers an intercom (internal) call.

Do-Not-Disturb Turns Do-Not-Disturb (DND) mode on or off.

Conference Places a conference call.

Forward Forwards the call to the specified number.

Outgoing Selects an outgoing line for external calls.

Voicemail

To access voicemails from your own handset:
Press the flashing MSG key or dial VM number default 2501.
Enter your password.

To access voicemail from another internal extension:
Dial 2500 followed by * key. Enter your mailbox number
(same as your extension number). Enter your password.

To access your mailbox from an outside phone:
Dial our own direct dial number. When you hear your
voicemail greeting press the * key. Enter your mailbox number
(same as your extension number). Enter your password.

Transfer a caller directly to a colleagues voicemail:
Press TRANSFER. Dial 2500. Enter the extension mailbox
number you require. Hang up immediately to complete.

To re-record your voicemail greeting. The message callers reaching your voicemail box will hear:

- Dial into the voicemail
- Select option 4 (personal options)
- Select option 1 (personal greetings)
- Select option 1 (primary greeting)
- Current recording is played.
- Select 3 to erase and re-record.
- At the tone, record your greeting. Press # when finished to save greeting.

Default Feature Codes

The following table lists default feature codes.

Account Code – Follow Calls 391	Default Station 394
Account Code – Optional 390	**Directory 307**
ACD Agent – Log In 326	Display Time And Date 300
ACD Agent – Log In/Out 328	Do-Not-Disturb 370
ACD Agent – Log Out 327	Do-Not-Disturb – Cancel 371
ACD Agent – Wrap-up Terminate 329	Do-Not-Disturb – On/Off 372
Agent Help – Reject 376	Do-Not-Disturb – Override 373
Agent Help – Request 375	Group Listen 312
Answer Ringing Call 351	Handsfree – On/Off 319
Automatic Call Access – On/Off 361	Headset – Off 316
Automatic Trunk Call Access – On/Off 360	Headset – On 315
Automatic Trunk Answer 350	**Headset – On/Off 317**
Background Music – On/Off 313	Hold – Individual 336
Barge-in 386	Hold – System 335
Call Forward – All Calls 355	Hookflash (Recall in Europe) 330
Call Forward – If Busy 357	Hunt Group – Remove 322
Call Forward – If No Answer 356	Hunt Group – Remove/Replace 324
Call Forward – No Answer/Busy 358	Hunt Group – Replace 323
Call Logging 333	LCD Contrast Control 303
Change Language 301	Message – Cancel Left Message 366
Conference 5	Message – Delete Message 368

Default Feature Codes

Message – Leave Station Message 367

Message – View Messages 365

Microphone Mute – On/Off 314

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Page Receive – On/Off 325

Personal Call Routing On 363

Personal Call Routing Off 362

Personal Call Routing On/Off 364

Personal Call Routing Handoff 388

Program Buttons 397

Program Station Password 392

Programmable Buttons – Return to Default 395

Queue (Callback) Request 6

Record-A-Call 385

Redial 380

Redirect Call 331

Reminder Message 305

Reminder Message – Cancel 306

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Reverse Transfer (Call Pick-Up) 4

Ring Intercom Always – On/Off 377

Ring Tone Selection 398

Station Monitor 321

Station Speed Dial 382

Station Speed Dial – Programming 383

Steal Call 387

System Forward – Off 353

System Forward – On 352

System Forward – On/Off 354

System Speed Dial 381

Switch Keymap 399

Transfer To Hold 346

Transfer To Ring 345

View Programmable Button Assignments 396

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